09/24/08 EQMI Data Quality Conference Call
PARTICIPANTS

GROUP A: 9AM

?, MARY (CMHA)
AALTO, LILI (Central CT Coast YMCA)
ALBINI, DIANE (CHD)
CUTILLO, SUSAN (Hospital of St. Raphael)
EBLEN, TERRI (Bridges)
FERRER, RODRIGO (CMHA)
LARENSEN, PAT (CMHA)
LEWIS, LOIS (Bridge House)
MCLEOD, WENDY (Columbus House)
NAUGHTON, BILL (CVH)
RIVARD, DEB (United Services, Inc.)
TARNOSKI, ALEXANDRA (ALSO-Cornerstone)
THARNISH, SUE (DMHAS-OOC)
WHITE, MARY (SCADD)

GROUP B: 10AM

?, FERNANDA (Guardian ad Litem)
AUYANG, KATHY (Wheeler Clinic)
AVILA, DAVID (MCCA)
BUELL, MARGARET (Morris Foundation)
DEIRISH, DEBORAH (Regional Network of Programs)
DOREY, SYLVIA (Regional Network of Programs)
GRAF, LAURA (Reliance House)
GUEUTAL, ANN (Inter-Community)
PATRICK, NANCY (Harbor Health Services)
PETRILLO, STACEY (Fellowship Place)
PRATT, PAM (St. Mary's Hospital)
REYNOLDS, MIKE (Sound Community Services)
SNYDER, ROB (Gilead Community Services)
THARNISH, SUE (DMHAS-OOC)
THOMAS, CHUCK (Morris Foundation)
TRACY, DAVID (Sound Community Services)
WARNER, PETER (Perception Programs)

MINUTES

<u>EQMI Attendees</u>: G. Bartas, M. Cabrera, K, Haberlin, M, Hettinger,
J. Johnson, K. Miller, J. Novajovsky, K. Oliver-Jallow, J. Siemianowski

<u>Welcome & Request for Additional Agenda Items</u> (K. Haberlin)
- ✓ No new agenda items received

<u>Consumer Survey Feedback</u> (K. Haberlin & J. Siemianowski)

Report publication:

- ✓ The final draft of the Consumer Survey Report is with Commissioner Kirk now. We hope to get this out to providers in the beginning of October.
- ✓ The QOL Report may be available in approx. 4 – 6 weeks and will be published independently of the Consumer Survey Report.
- ✓ Additionally, an analysis of consumer comments will be published as a separate document from the Consumer Survey Report.
- ✓ Mike Hettinger's specific provider reports will be sent out after the Consumer Survey is distributed.
- ✓ Typically the Consumer Survey Report is sent to the CEO/Executive Director, with a PDF copy available to all on the Web.

Future planning:

- ✓ 65 Participants attended the 08/29/08 EQMI Provider Meeting; feedback received was very helpful.
- ✓ Jim will recommend to Senior Management that we NOT include the QOL portion in the 2009 Consumer Survey packets.
- ✓ Around the beginning of October, Jim expects to have Senior Management approval/disapproval of this year's edition of the survey.
- ✓ DMHAS staff will not be doing any data entry for the FY 2009 survey.
- ✓ Info regarding sample size should be available around October 1st.
- ✓ The WHOQOL instruments and information will be available on the web and will provide useful info for those interested in looking at QOL data.
- ✓ Question posed – can we start using Consumer Survey now? Answer: Please wait for the packet to be issued. We are hoping that the sample size requirement will be smaller so that time will not be so much of an issue.

<u>EQMI Reporting Issues</u> (M. Hettinger)
- ✓ MH/SA screening fields for Co-Occurring are coming up "unknown". Mike and Jeff are working on correcting this problem in time for the next distribution.
- ✓ Executive Summary – "Unknown" fields were flagged and the Discharge Status has been fixed.

Miscellaneous Issues

Tokens and System Access:

- ✓ Karin shared that the recent token info can be found on the EQMI Web page and provided the link to callers: http://www.ct.gov/dmhas/cwp/view.asp?a=2900&q=423042
- ✓ Lili Aalto had questions regarding tokens and the fact that she never received the email about the new process. She is concerned that she is currently unable to enter data without the token. Karin offered to help her through this process and also referred her to the EQMI Web page with the appropriate link to token information.
- ✓ Terri Eblen offered to forward the email she received about the new token process to Karin (who had not received this).
- ✓ Question was raised about whether the tokens could be issued under generic names rather than to specific individuals. Jim responded that for security and accountability purposes, they need to be issued with specific names rather than to a program.
- ✓ Jim explained that EQMI is responsible for reviewing PNP staff requests for tokens, and that the application forms are routed to the ISD Help Desk for actual processing.
- ✓ Some providers also noted that they are unable to download reports from DPAS and WebSAS. EQMI staff will follow up on this problem with the Information Systems Division.
- ✓ Providers were advised to contact Help Desk if no timely response or action taken.

Employment Measures:

- ✓ All questions and issues regarding the new employment measures for vocational programs should be directed to Linda Guillorn.

Data Quality Efforts:

- ✓ EQMI, as requested by DMHAS Senior Management, is turning its focus to potentially inactive client records, and is asking for agencies' cooperation in addressing this issue. These inaccurate numbers overstate the number of unduplicated clients. Providers can expect to hear more about this during the rest of the fiscal year.
- ✓ Jim recommended that agencies follow individual agency requirements regarding discharging inactive clients, as well as general rules of thumb regarding particular levels of care.
- ✓ EQMI will take into account differing norms about length of treatment and time between treatment sessions. For example, many members of a Social Club might attend only seasonal events.

ccmins092408